



DNR Accounts Receivable Kaizen Event Report Out

“Does it Balance?”

November 30 – December 4, 2009

The Opportunity

Jennifer Nelson

The “Does it Balance?” Team

Stacey Sipe-Smith



Kathy Bowers, Diane Wolfe, Teri Mook, Pam Brown, Stacey Sipe-Smith, Kara Bryant, Jan Walker, Chris Ensminger, Marsha Peterson, Jennifer Nelson, Dennis Alt, Marlon Mueller, Jane Enfield, Mike Lamb, Trisha Buck, June Jackson, Stephanie Kirchner, Andy Bartlett, Holly Rittgers, Steve Weaver, Derek Lawson, Anne Preziosi, Lisa Michaelson, Chris Van Gorp, Mike Rohlf



Scope

Kara Bryant

- This event will cover the accounts receivable process from the time money is received by the Department, until it is deposited, reconciled, and notice is given to the appropriate DNR program staff.

Goals

Kathy Bowers

1. Zero audit findings
2. Eliminate photocopying of receipts from CSB front desk
3. 100% program notification within 3 business days of funds deposited and/or received
4. Eliminate duplicate internal numbering system



Objectives

Dennis Alt

1. Notify programs that payment has been received and deposited
2. Ensure transparency and accountability
3. Create a simplified process that is understandable by budget managers
4. Improve the process/system for receiving, balancing, and reconciling
5. Minimize the amount of paper copies
6. Eliminate duplicate tracking systems
7. Evaluate ten-key tape in mailroom
8. Utilize I3 to its capacity
9. Improved accessibility to data



Kaizen Methodology

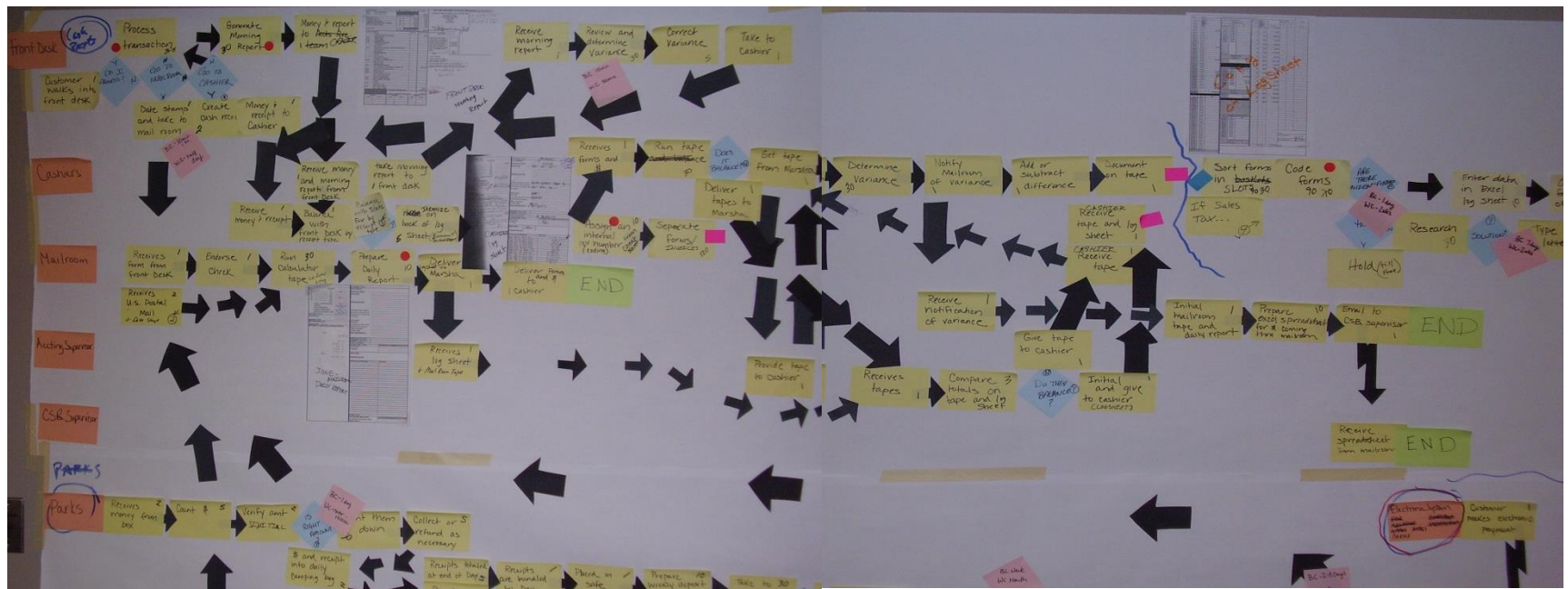
Lisa Michaelson

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)
- 5S “mindset”--use the steps to support the event activities
 - Sort, Set in order, Shine, Standardize, Sustain



Current Process

Diane Wolfe and Teri Mook



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Results

Jennifer Nelson?

	CR	TARKS	FO	WS	BLST	MAG	FLST	NEW	EVENTS	FAIR	
#1 STEPS	146	18	8	19	13	31	5	6	17	14	37
# DELAYS	5	3	0	1	1	1	1	0	2	2	1
DELAYS BC	8.575	11 days	-	.105	1	.105	5	-	1.125 days	3 days	1
2 WC	22	Infinite	-	2 day	5	2	80	-	15	10 days	10 days
#3 DECISIONS	19	1	0	3	2	2	0	0	2	1	1
LOOP BACKS	12	1	0	1	1	0	0	0	0	1	1
HANDOFFS	38	1	1	2	3	6	1	0	4	4	4
VALUE ADD STEPS	19	4	2	1	1	3	1	1	2	1	0
TIME/STEP #1	1387	112	45	83	71	184	7	11	59	61	148

	BAD CHECKS	NEW #	SALES TAX	MONTHLY END BALANCE
# STEPS	19	10	67	32
# DELAYS	1	0	4	0
DELAYS BC	14 days	-	1.25	-
WC	never	-	20 day	-
# DECISIONS	1	0	3	7
LOOP BACKS	0	0	2	10
HANDOFFS	5	0	13	2
VALUE ADD STEPS	1	4	7	3
TIME/STEP	30	52	320	366

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Brainstorming

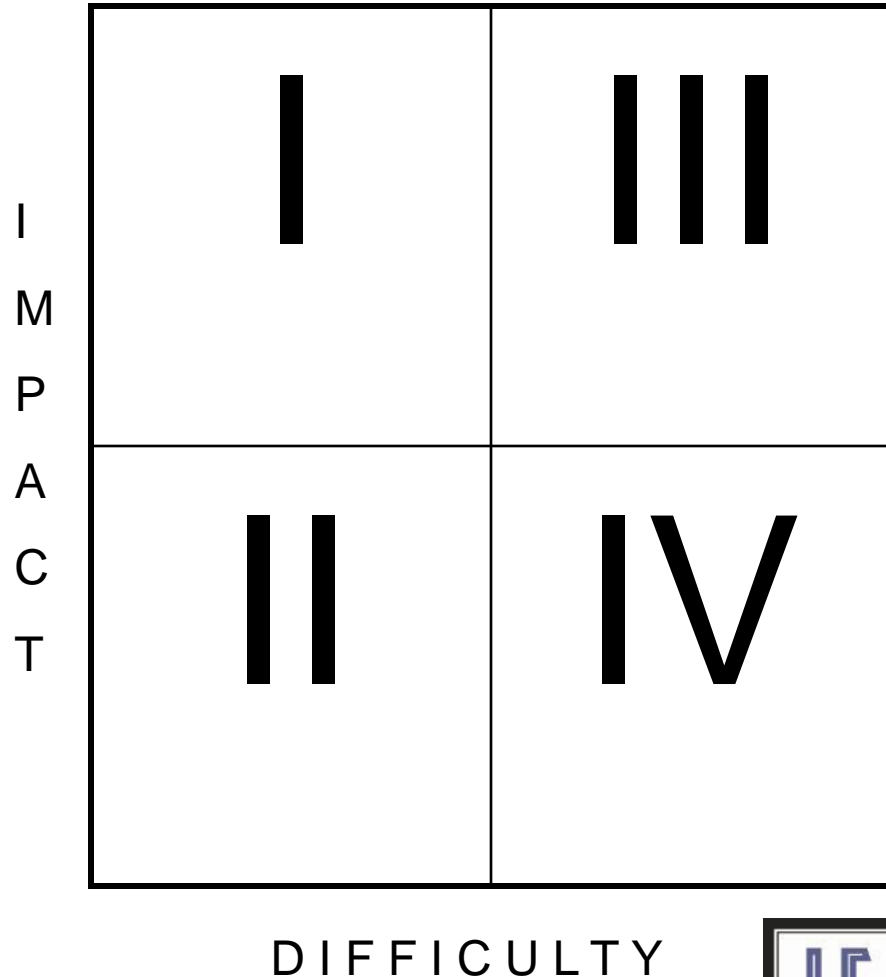
Jane Enfield

- Utilize electronic capabilities
- Standardize forms
- All receipts come through one location

De-selection Process

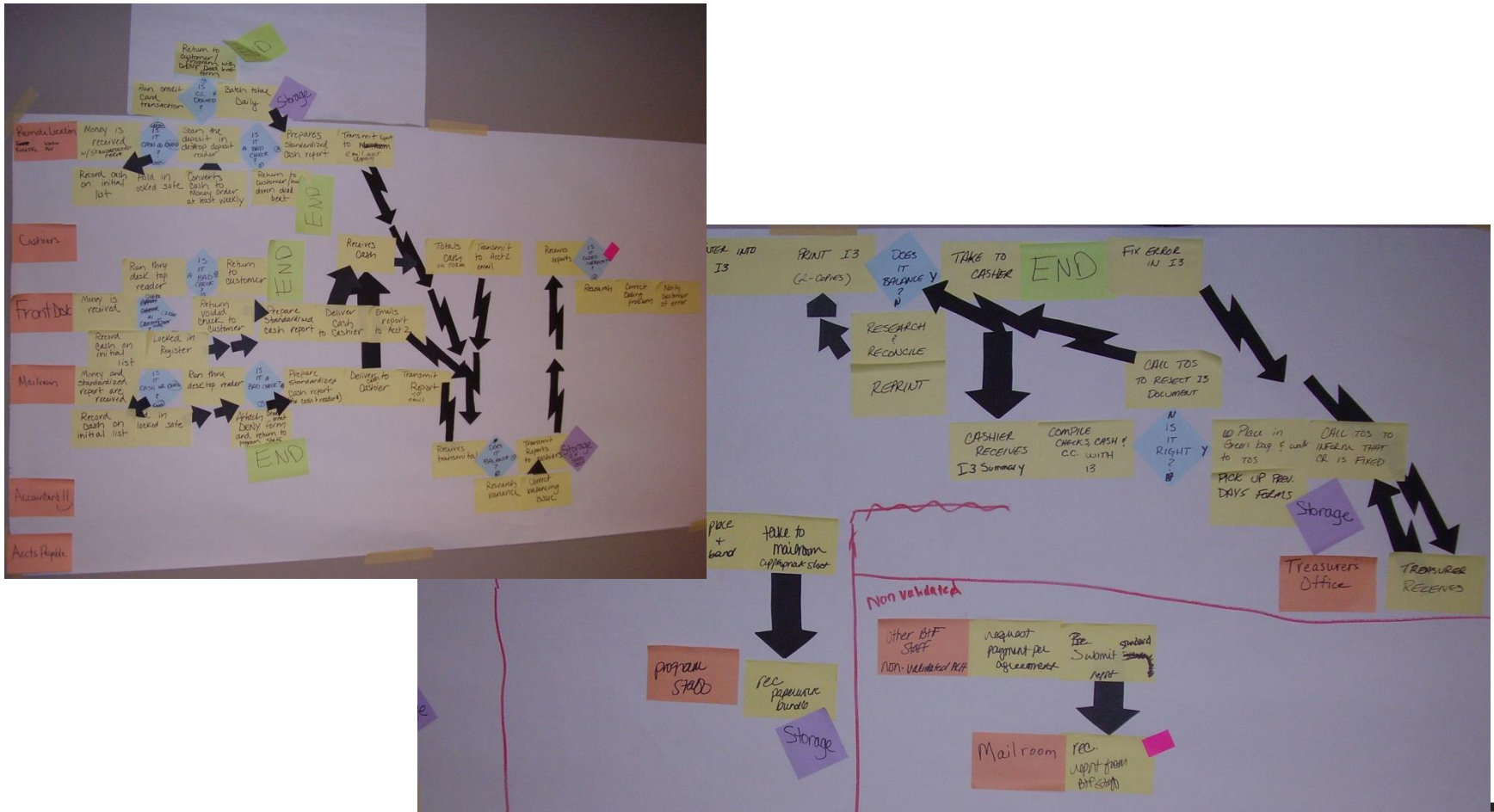
Chris Van Gorp

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process

Trisha Buck



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Homework

Anne Preziosi

Item	Item Description	Person Responsible	Due Date
1	Item Description	Person Responsible	Due Date
2	Updated Cash Receipts database	Marsha, Kathy, Jennifer, Mike L.	Feb. 26, 2010
3	Receipt detail report on intranet	Marsha, Kathy, Jennifer, Mike L.	Feb. 26, 2010
4	Give program staff read only access to Cash Receipts database	Marsha, Kathy, Jennifer, Mike L.	Feb. 26, 2010
5	Create query to summarize by class and fund	Marsha, Kathy, Jennifer, Mike L.	Feb. 26, 2010
6	Special Envelope for field receipts created	Trisha, Diane	January 15, 2010
7	Distinguish mail from receipts	Trisha, Diane, June	January 15, 2010
8	Cashier / mailroom location and duties	Kathy, Jennifer, Trisha	Feb. 26, 2010
9	Research desktop deposit capabilities	Marsha, Trisha, Kara, Holly	Report on at 30 day
10	Communicate out to program staff the new process for collecting bad debt	Anne, Marsha, Holly	June 1, 2010



Homework

Anne Preziosi

11	Process for holding checks versus deposit and refunding	Trisha, Marsha, Teri	February 1, 2010
12	Standardized forms: Initial listing, Cash Report, Deadbeat letter, program invoices	Kara, Jan, Lisa Walters, Jane, other program staff	June 1, 2010
13	Change "Other Reports" w/ correct names	Kara, Steve Weaver	December 31, 2009
14	Audit Findings, verify new process will comply and meet minimum audit requirements	Kathy	January 15, 2010
15	Updated ad hoc reports from ELSI II, summary of what will be available	Trisha, Dave Cretors	February 26, 2010
16	Create procedures to reconcile Broken Arrow / Nature Store	Anne, Marsha, Stacey Olson	February 26, 2010
17	Magazine deposit slips	Marsha, Kevin B.	January 15, 2010
18	Communicate with Treasurer's Office regarding rejects (Lynn Bedford)	Marsha	January 15, 2010
19	Write procedures for handling lock boxes	Kathy, Marsha, Holly	March 31, 2010



Homework

Anne Preziosi

20	Kaizen for Nature Store / State Fair?	Chris	June 30, 2010
21	Communication Plan?	Jennifer with Communications Bureau	
22	Denied form for Credit / Checks	Kara, Jan, Lisa W., Trisha, Jane	June 1, 2010
23	Ensure that all field locations have appropriate restrictive endorsement process / stamp	Andy, Teri	January 15, 2010
24	Procedures for converting cash to money order for field locations	Andy, Diane, Pam, Trisha, Kathy	June, 1, 2010
25	Examine shipping options for checks in from field locations (fed ex, usps, insurance, etc.)	Trisha, Andy, Diane, Pam, Kathy	June 1, 2010
26	Procedures for "purple envelope" handling	Trisha, Diane, Kara	June 1, 2010
27	Custom Data warehouse report	Kara	January 15, 2010
28	New and improved Sales tax system	Pam, Marsha, Dawn Connet, Steve Weaver, Kathy	June 1, 2010



Homework

Anne Preziosi

29	SOP for AR process	Stacey, Teri, Jan, Kathy	June 30, 2010
30	Cashier cut off time for processing transactions	Jennifer, Teri, Diane	December 11, 2009
31	Investigate bad checks systems	Anne	June 1, 2010
32	Investigate integration of all program fees into ELSI	Marsha, Jason S., Dave C., Anne	June1, 2010
33	Closing of Local Bank Accounts	Marsha, Kathy, Andy, Ronnie C.	July 31, 2010
34	Work with records to assign unique ID number	Marsha, Kara, Stacey	February 26, 2010
35	Scanned Docs attached to I3 as PDF available on line	Stacey and I3 team	February 26, 2010
29	SOP for AR process	Stacey, Teri, Jan, Kathy	June 30, 2010
30	Cashier cut off time for processing transactions	Jennifer, Teri, Diane	December 11, 2009



Team Member Experience

Chris Ensminger
Jan Walker
Pam Brown

Comments

Mike Rohlf, DOM

**We welcome your
questions and comments!**

